

THE PROTECTION FOR PERSONS IN CARE ACT



The *Protection for Persons In Care Act (PPCA)* helps protect adults from **abuse** and **neglect** while receiving care in **personal care homes, hospitals** or any other **designated health facility**. The Protection for Persons in Care Office is responsible for receiving and investigating reports of alleged abuse or neglect under the PPCA.



WHAT IS ABUSE?

- the use of physical force resulting in pain, discomfort or injury,
- the intentional causing of emotional or psychological harm,
- sexual contact, activity or behaviour between a patient and an individual in a position of trust,
- non-consensual sexual contact, or
- theft or destruction of a patient's property.



WHAT IS NEGLECT?

An act or omission that:

- is mistreatment that deprives a patient of adequate care, adequate medical attention or other necessities of life or a combination of any of them; and
- causes or is reasonably likely to cause:
 - death of a patient,
 - physical or psychological harm to a patient, or
 - a significant loss to the property of a patient.



WHO SHOULD MAKE A REPORT?

Anyone who has reason to believe abuse or neglect occurred, or is likely to occur, is legally required to report these concerns as soon as possible.

FOR MORE INFORMATION OR TO MAKE A CONFIDENTIAL REPORT:

The Protection for Persons in Care Office

300 Carlton Street
Winnipeg, MB R3B 3M9

Phone: 204-788-6366

Toll free: 1-866-440-6366 (outside Winnipeg)

Email: protection@gov.mb.ca

Fax: 204-775-8055

TTY: 204-774-8618

TTY Toll free: 1-800-855-0511